



# **19<sup>th</sup> Theater Support Command Inspector General *NEED ASSISTANCE?***

**Before You Tell it to Your Inspector General....Give Your Chain of  
Command a Chance to Solve Your Problem**

**THEN Contact your Local Inspector General Office**

**24 HOUR HOTLINE 768-7890**

**AREA IV:** Camp Henry, Building 1545, Fax 768-6668  
Primary IG: sannicolasl@korea.army.mil  
Assistant IG: roy.hanes@korea.army.mil  
Camp Hialeah, Building S251, 763-3225  
(ONLY on the Last Tuesday of each month)  
Camp Carroll, Newcomer's Briefing  
(ONLY on the Last Wednesday of each month)

**AREA III:** Camp Humphreys, Building S544, 753-6136  
Fax: 753-8311

# **Who may file an IG complaint or request for assistance**

**Anyone may file an IG complaint, allegation, or request for information or assistance to any Army IG.**

**A complainant is any person or organization submitting an IGAR. The person can be a soldier, family member, member of another Service, Government employee, or member of the general public. The organization can be any public or private entity.**

## **TEACHING AND TRAINING**

**The IG teaching and training function is an integral part of the other IG functions of inspecting, assisting and investigating. IGs pass on lessons learned to enable others to benefit from past experience.**

## **JURISDICTION**

**Army IG's will provide assistance on a area basis so that anyone can go to the nearest IG to request help or information. (See para 1-4b(3) and 1-4c(3).) In the absence of a MOA or MOU or support agreement between the commands and agencies involved or affected, these area requirements are intended to provide for IG coverage for routine assistance matters concerning local issues involving the Army at locations where the local Army IG is best suited to accomplish the appropriate resolution actions. Routine assistance matters involving local elements of Army organization without assigned IGs, and routine assistance requirements involving local issues presented by personnel at locations geographically separated from their command IG, all fall within the parameters and meaning of these provisions for area support. DAIG will resolve**

# **CONFIDENTIALITY**

Persons who ask the IG for help, make a complaint, give evidence, contact or assist an IG during an inspection or investigation, or otherwise interact with an IG often have an expectation of confidentiality. This expectation encompasses safeguarding of personal identity and the nature of a contact with the IG. The IG has a duty to protect confidentiality to the maximum extent possible, particularly when it is specifically requested. Although the need for confidentiality and the measures necessary to protect it will vary with the circumstances, the IG always gives this issue compiled for law enforcement purposes may be exempt from access under exemption k(2) of the Privacy Act; however, in accordance with this exemption, if an individual is denied any right, privilege, or benefit for which he would otherwise be eligible, as a result of the maintenance of such information, the individual will be provided access to such information except to the extent that disclosure would reveal the identity of a confidential source.

When a person complains or provides information about impropriety or wrongdoing, the IG may disclose their complainant's identity to detailed IG's, the supporting legal advisor, and the directing authority without the complainant's consent unless the IG determines such disclosure is unnecessary or prohibited during the course of an inquiry or investigation. IG's should not further disclose the complainant's identity without the complainant's consent unless the IG determines such disclosure is unavoidable during the course of an inquiry or investigation. If the IG determines that disclosure is unavoidable, the IG will try to inform the person before disclosure. If the person objects, the IG will coordinate with the legal office before proceeding. Efforts to notify the person and the circumstances of any disclosure of the person's name will be made part of the record.

When a person seeks assistance from the IG, it is often necessary to reveal the person's identity to obtain the help needed. The IG will inform the person of that necessity. The IG file will reflect that the person was informed.

When a person request anonymity, the IG will take more extensive measures to protect the person's identity. The person's name will not be used as a file identifier or as a means to retrieve a file. The request for anonymity will be prominently stated, and the use of the person's name will be minimized in any file or record created by the IG. This is most easily done by referring to the person as "complainant," "witness," or similar title instead of by name.

The intent behind this emphasis on confidentiality is to protect individual privacy, maintain confidence in the IG System, and minimize the risk of reprisal. (See glossary, Triangle of Confidentiality.) It is a key principle of IG doctrine because it encourages voluntary cooperation and willingness to ask for help or to present a complaint for resolution.

While protecting confidentiality is a priority concern for the IG, it cannot be absolutely guaranteed. IG's will not unconditionally promise confidentiality. It may be breached if required by law or regulation, or by direction of TIG. Persons who request anonymity or who express a concern about confidentiality will be told this.

IG's often seek legal advice from their supporting staff judge advocate (SJA). The legal advisor/SJA is considered to be "corporate counsel" with the Army being the corporation. Therefore, the Army is the client, not the IG. Although the SJA works for the commander and owes allegiance and confidentiality towards that entity, that